A-GRAM

AIR FORCE CIVIL ENGINEER SUPPORT AGENCY

02-13   **May 2002**

AUTOMATED CIVIL ENGINEER SYSTEM— FIRE DEPARTMENT (ACES-FD)

ACES-FD SYNOPSIS:

ACES-FD is both an emergency dispatch and fire department data management system. The program provides tools that help firefighters perform their jobs more efficiently. The system is Windows based and can work multiple tasks simultaneously. When dispatching, ACES-FD automatically selects which vehicles to dispatch based on the incident, location, and available manpower. Data management tools include: shift scheduling, training plans and schedules, and vehicle and equipment categories. There are numerous standard report formats and various business practice indicators that show management effectiveness.

ACES-FD HARDWARE:

Due to the lifesaving nature of the fire department mission, rapid response to emergencies is essential, and seconds can make the difference between life and death. This is true with FD computer-aided dispatch systems as well. ACES-FD requires a server to meet the 5-second screen response requirements outlined in NFPA 1221. The Standard Systems Group (SSG) has designed a specific technical solution to meet our needs. When purchasing hardware, be certain the items listed by SSG are the ones acquired.

ACES-FD TRAINING:

Facilitator training was completed in February 2002; each MAJCOM has at least one facilitator. Tele-teach training was completed in April. Two firefighters from each fire department were trained. These trainees' primary responsibilities are to get the system up and running at their department then to train other firefighters in the use of ACES-FD as required.

ACES-FD IMPLEMENTATION:

While training was in progress, SSG was converting and activating ACES-FD on local fire department servers and populating databases. Software and instructions were shipped to installation systems administrators (SA) earlier in the year.

When your department is ready to implement, contact the SSG. In coordination with your local SA and the ACES-FD firefighter, SSG will take you through a step-by-step process to get the system running. This will include populating the database with all buildings on your installation from real property records. During this process, SSG will fix any glitches that may arise and assist with any items that may be unique to your location.

ACES-FD SUPPORT:

The SSG Field Assistance Branch (FAB) phone is: DSN 596-7771, Team 1, system code WI. Their web page is at: https://fabsvr2.ssg.gunter. af.mil/hdc. A wealth of information and ACES-FD tools are available on the AFCESA web page: https:// wwwmil.afcesa.af.mil/Directorate/ CEO/Automation/ACESWeb/ Fireipt.htm.

ACES-FD KEYS TO SUCCESS:

Commander and Fire Chief involvement are critical to the deployment of ACES-FD and getting to the sustainment mode. The initial setup must be done correctly; fire districts and vehicle response matrixes must be exact. Data must be loaded as soon as possible to maximize usefulness. When firefighters confront difficulties getting started, they must continue with the implementation and seek assistance when necessary. Users play a valuable role in getting the word out when something doesn't work or if they have recommendations for improvement. Use a Computer Systems Requirements Document, AF Form 3215, to submit input to your MAJCOM ACES-FD Integrated Process Team member.

ACES-FD FUTURE UPGRADES:

Future releases of ACES-FD will include replication with Defense Enterprise Computing Centers and an interface with the National Fire Incident Reporting System.

ACES-FD CONTACT:

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